

Department of Human Resources
Carroll County Government
225 North Center Street, Room 100
Westminster, Maryland 21157
410-386-2129



Currently accepting applications for:
**Emergency Communications Assistant
Manager**
Department of Public Safety
An Equal Opportunity Employer

Emergency Communications Assistant Manager, Quality Assurance/Training – Department of Public Safety

\$56,535 annual salary (Grade C13), 40 hours per week, exempt position

Hours are typically Monday through Friday from 8:30 am – 5:00 pm

Apply by 5:00 pm on Monday, March 7, 2022

The Department of Public Safety is seeking an ambitious, motivated, customer service-oriented 9-1-1 professional to join our team.

This Emergency Communications Assistant Manager's primary responsibility is for Quality Assurance and Training. You will be responsible for: managing employee certifications; conducting and/or scheduling various training opportunities; creating, updating, and modifying QA policies, procedures and processes as well as training programs and policies; receiving and handling agency public information act requests; receiving 9-1-1 calls and dispatching available resources as required; and assisting with operational duties of the other Emergency Communications Assistant Manager.

The ideal candidate will be accomplished in the Emergency Communications 9-1-1 field with applicable training and quality assurance experience. Attention to detail and a willingness to learn are essential. To succeed in this position, the incumbent must be confident relying on self-initiative, in combination with supervisory direction to achieve a variety of critically important tasks.

Click [here](#) for the full job description

Qualifications:

1. Bachelor's degree in Public Safety, Public or Business Administration, or related field
2. Four years' experience in emergency communications services
3. Two years supervisory experience
4. Emergency Telecommunicator Instructor Certification (or must obtain within one year of employment)
5. CPR Certification (or must obtain within six months of employment)
6. Emergency (Medical/Fire/Police) Dispatch Certification (or must obtain within one year of employment)
7. Emergency (Medical/Fire/Police) Dispatch "Q" Certification (or must obtain within 18 months of employment)
8. State required Federal and State criminal history record check for CJIS certification
9. CJIS Certification (or must obtain within one year of employment)
10. Valid driver's license
11. Requires criminal background check as condition of employment

A comparable amount of training and experience may be substituted for the minimum qualifications

Benefits of working for Carroll County Government:

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ Up to \$9,000 in Tuition Assistance per fiscal year
- ✓ 13 paid holidays
- ✓ Receive 1 times your annual salary of Basic Life Insurance at no cost

Click [here](#) for more benefit details

How to apply:

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Call the Carroll County Job Hotline to request an application: 410-386-2020
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

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